



**UNIVERSITY FOR BUSINESS
AND TECHNOLOGY**
AMERICAN EUROPEAN UNIVERSITY

Institutional and Program (blended learning) Quality Management System Design and Evaluation

Edmond Hajrizi

Blended Learning Quality
Wiener Neuerstadt, February 21st, 2014



Edmond Hajrizi

- Education Background: **Mechatronics Systems, Computer Science and Management**
- Research Area: **Systems Design and Management** (Education, Business, Entrepreneurship and Innovation, Regional Development, Information Systems, Mechatronics and Robotics)
- Professions: **Entrepreneur, Researcher, Innovator, Teacher, Trainer, Consulter/ Adviser, Assessor, Publisher, Ambassador**
- Founder and President of **UBT**, IEME, KASIM, KA-CASE, **Quality Kosova**, IPC
- Academic Staff of Vienna University of Technology
- Academic Staff of Danube University Krems
- Research Follower at City University London
- World Bank Expert for Research and Innovation
- Accredited First IPMA Assessor for Project Management
- Accredited EOQ/QA Examiner and Trainer for Quality
- Member of GA of IFAC, EUROSIM, IPMA, EOQ, EUROSIM
- Team Member for Bologna Membership Process
- Board Member of Kosova Agency for Statistics
- Editor of International Journal of Business and Technology
- Member in different scientific and professional bodies (SC, TC, RB)



About UBT

- UBT Starts up at 2001 as Institute for Enterprise Management and Engineering (IEME)
- IEME - UBT is licensed by the Ministry of Education, Science and Technology in Higher Education Institution sector, since 2003.
- UBT is accredited at institutional and programme levels by the Kosovo Accreditation Agency
- UBT is certified according ISO 9001, since 2007
- 6000 Students and 250 Staff, Innovation Campus



Organization

SCHOOLS:

- MBE – Management Business and Economics
- IS – Information Systems
- CSE – Computer Science and Engineering
- MM – Mechatronics Management
- LS – Law,
- PS - Political Science and Diplomacy
- MM - Media and Communication
- ASP – Architecture, Civil Engineering and Spatial Planning
- PDLLL - Professional Development and LLL

INSTITUTES:

- Research and Development Institute (IEME)
- Institute of Entrepreneurship, Technology Transfer and Innovation
- Institute for Foreign Languages and Intercultural Competence
- Institute for European and International Studies

SUMMER ACADEMIES and ANNUAL DAYS:

- Academy of Entrepreneurship and Innovation
- Academy of Information and Communication Technology
- Academy of Robotics and Advanced Technology
- Academy of Design
- Academy of European Studies and International Relations
- Academy of FDI and Regional Development

Other Organization Structure:

- UBT INNOVATION PARK .. UBT New Campus
- UBT Library
- UBT Mechatronics and Robotics Laboratories
- UBT Information Technology Laboratories
- UBT Laboratory for Design & Modeling
- UBT Project Office
- UBT Center of Statistics, Economic Impact Analysis and Forecasting
- UBT Testing and Certification Center
- UBT Publishing
- UBT Business Incubator
- UBT Technology Transfer Office
- UBT Innovation Center
- UBT Material Testing
- UBT Multimedia Center

Other institutions established by UBT:

- Quality Kosova - Kosovo Association for Management: Member of International Project Management Association and European Organization for Quality
- CA – CASE - Kosovo Association for Control, Automation and Systems Engineering: Member of International Federation of Automatic and Control
- KA-SIM – Kosova Association for Modeling and Simulation: Member of EUROSIM (European Federation of Simulation Associations)
- KAAAF – Kosova Association for Accounting, Auditing and Finance
- IES – Intellectual Excellence Service
- UBT Academic and Development Regional Center



Value Add in Education

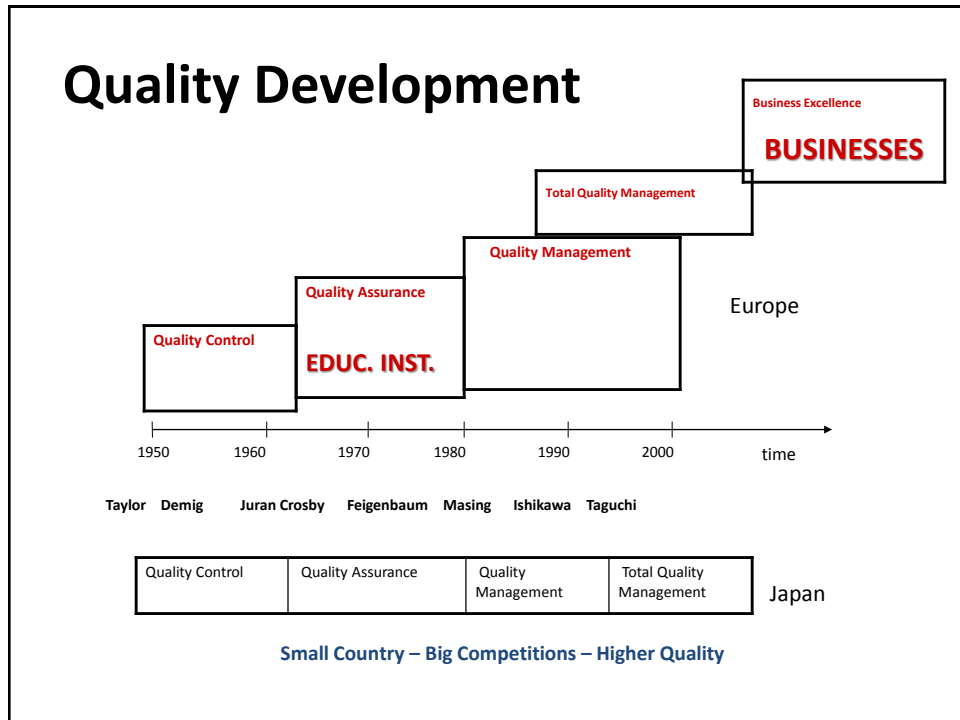
Demand and Supply ... recognize the future

- Business
 - New Technologies
 - Innovation
 - Entrepreneurship
 - Management
 - EU Integration
 - Governance
 - Production
 - Tourism
 - Health Care
 - Spatial Planning
 - Prof. Education
 - Prof. Certifications
 - International Quality
 - Multidisciplinary
 - European System
 - American Systems
- International Engineering Management M/ VUT & OU ... 1 .. 2003
 - Professional Master of Business Administration /DUK12003/2010
 - Management, Business and Economics ... 1 ... 2004
 - Management and Entrepreneurship ...1 2004
 - Public Procurement Management and Law (M) ... 1 ... 2005
 - Tourism Management (M) ... 1 ... 2005
 - Health Care Management 1 ... 2005
 - Information Systems (Bachelor) ...1 ... 2010
 - Information Systems (Master) / WIT ... 1 ... 2008
 - Computer Science and Engineering (B, M) / CUL
 - Software and Systems Engineering ..1 ...2004
 - Information and Data Bases ... 1 ... 2004
 - Computer Networking and Telecommunication ... 1 ... 2004
 - Multimedia and Design ... 1 ... 2004
 - Mechatronics and Robotics ... 1 ... 2004
 - Mechatronics Management (B, M) ... 1 ... 2005
 - Architecture, Spatial Planning and Project Management / VUT ... 1 .. 2006
 - Law, Political Science and Diplomacy ... 1 ... 2005
 - European Integration (B) ... 1 ... 2005
 - International Relations and Diplomacy (B) ... 1 ... 2005
 - Public Administration (B.) ... 1 ... 2005
 - Security Studies (B) ... 1 ... 2005
 - International Relations, Diplomacy and Intercultural Competence M / DA & ENA ... 1 ... 2005
 - European Integration and Law M/ CIFE 1 ... 2005
 - College of Professional Development / Education and LLL ... EBRD 1 ... 2013
 - Vocational Education: Mechatronics, Entrepreneurship Project Management 1 ... 2004
 - Professional Development and LLL ... since 2001



1st Place in EUROBY - FIRA Robot Soccer





Management Courses Overview

- System Management
- Process Management
- Quality Management
- Lean Processes / Production
- Strategic Management
- Operations Management
- Project Management
- Innovation Management
- Systems Engineering
- Value Add Supply Chain Management
- Management Information Systems
- Corporate Social Responsibility
- Marketing Management / Consumer Behavior / etc.

Management Methods, Tools and Concepts

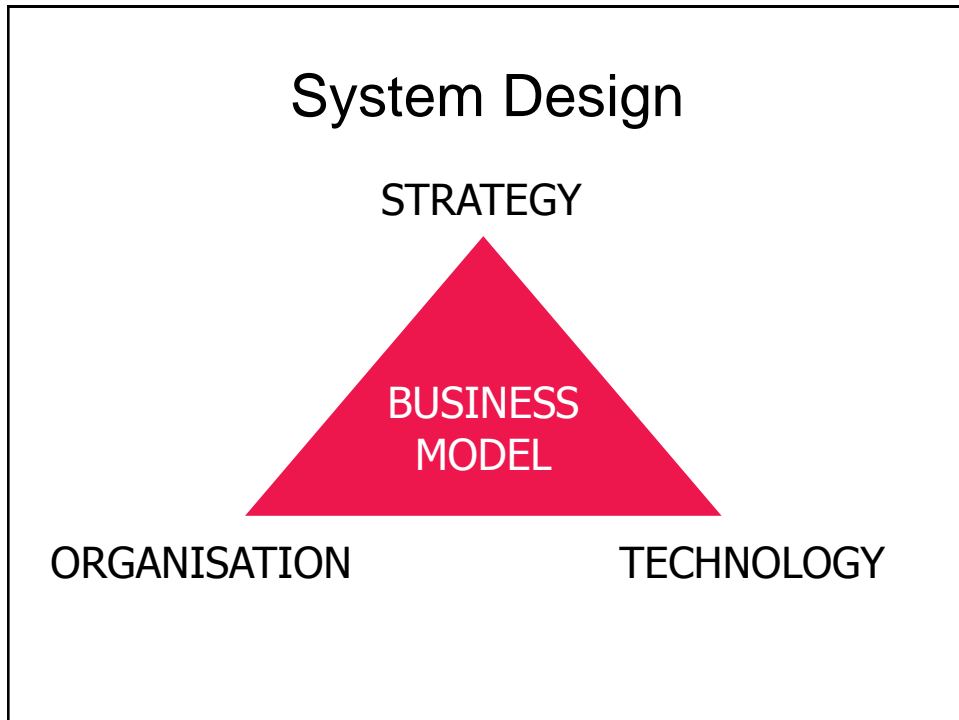
ISO 9001, EFQM Model, ISO 26000, ISO 22000, Six Sigma, Total Quality Management, Supply Chain Management, Value Chain Management, Strategic Alliances, Balanced Scorecard, Management by Objectives, Best Practices, Partnering, Downsizing, Cross-functional Teams, Self- Organization, Entrepreneurs, Corporate Culture, Horizontal Organizations, Portfolio Management, Decentralization, Zero Base Budgeting, Theory Z, Experience Curve, Brainstorming, Mission and Vision Statement, Benchmarking, Core Competencies, Learning Organization, Customer Retention, Customer Satisfaction Management, Customer Segmentation, Just-in-Time (JIT), Managing Innovation, Knowledge Management, Market Disruption Analysis, Merger and Acquisitions, Strategic Planning, Merger Integration Teams, Values Statement, One-to-One-Marketing, Mass Customization, Outsourcing, Real Option Analysis, Discounted Cash Flows, Scenario Planning, Shareholder Value Analysis, Business Process Reengineering, Cycle Time Reduction, Networks, Virtual Organizations, Borderless Corporation, Electronic Technology, Continuous Improvement, Virtual Teams, ITIL,

etc.



Key propositions

1. It is possible to develop and implement advanced quality management systems by (incl. blended learning) higher education's institutions, **using best practices, modern management concepts and tools?**
2. How is the possibility to use theories and best practices of developed industries and according to international standards to develop coherent **advanced education systems which is crucial for the creation of sustainable knowledge, economic growth and social development?**
3. what are **the differences of quality criteria** between present and distance learning mode?

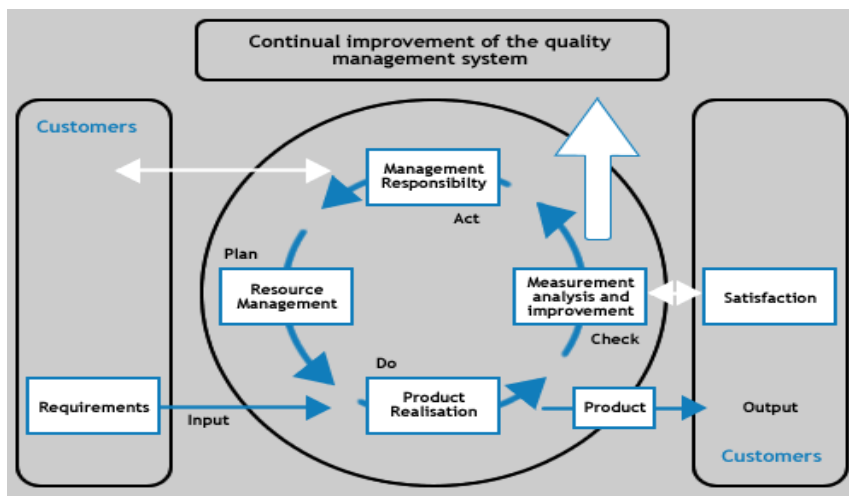


1. Strategic Management System – Balance Score Cards
2. Management Information Systems – IT Service Management (ITIL)
3. Quality Management System:
 - 3.1. ISO 9001 / Process Landscape
 - 3.2. Quality Assurance Office
 - 3.3. Quality and Innovation Circle
 - 3.4. Ministry of Education, Science and Technology
 - 3.5. European and American Guidelines
4. EFQM Model,
5. SIGMA
6. IPMA based Project Management
7. Risk management System

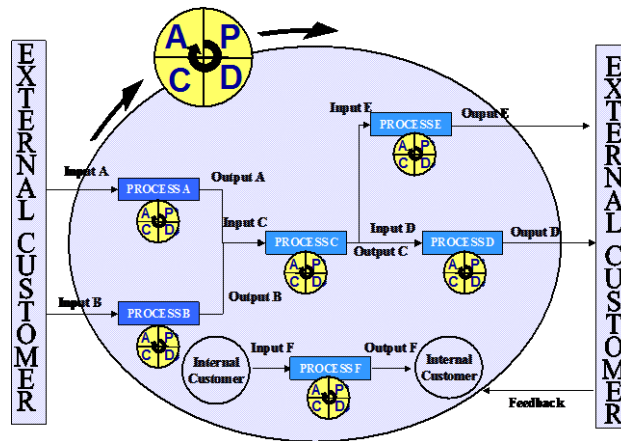
Quality Management Principles

1. Customer focus
2. Leadership
3. Involvement of people
4. Process approach
5. System approach to management
6. Factual approach to decision making
7. Mutually beneficial supplier relationships
8. Continual improvement

Requirements of ISO 9001:2008



System Approach



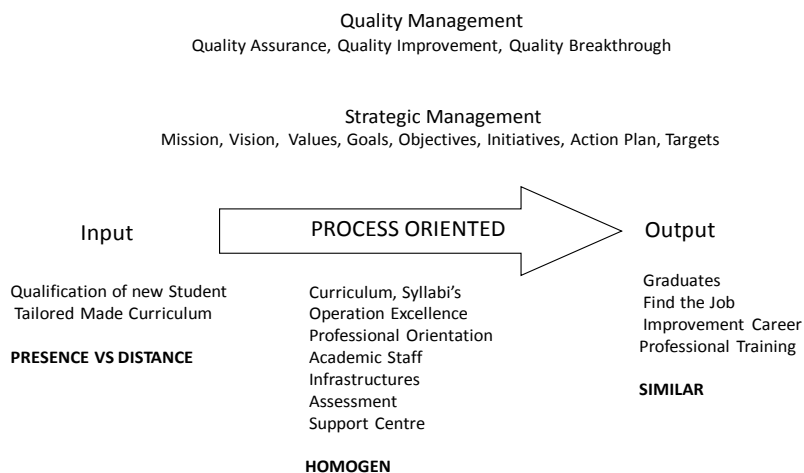
System Approach

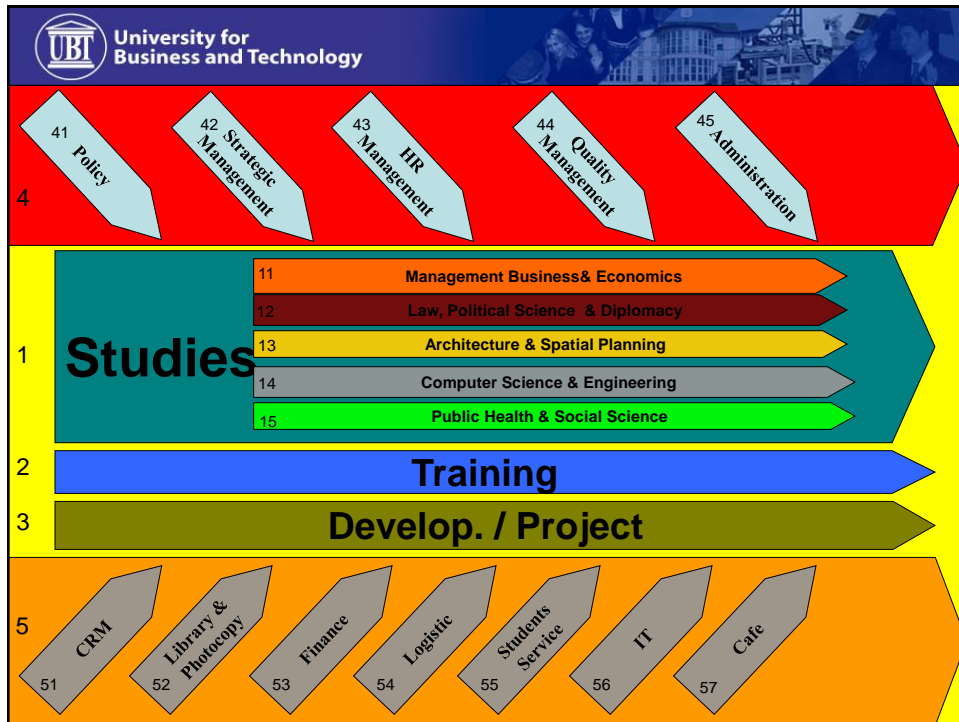


Integrated Management System

- Quality Management System (ISO 9001),
- Environmental Management System (ISO 14001),
- Occupational Health & Safety System (OHSAS 18001),
- Information Security System (ISO/IEC 27001),
- IT Service Management System (ISO/IEC 20000),
- Corporate Social Responsibility (ISO 26000),
- Risk management (ISO 31000)

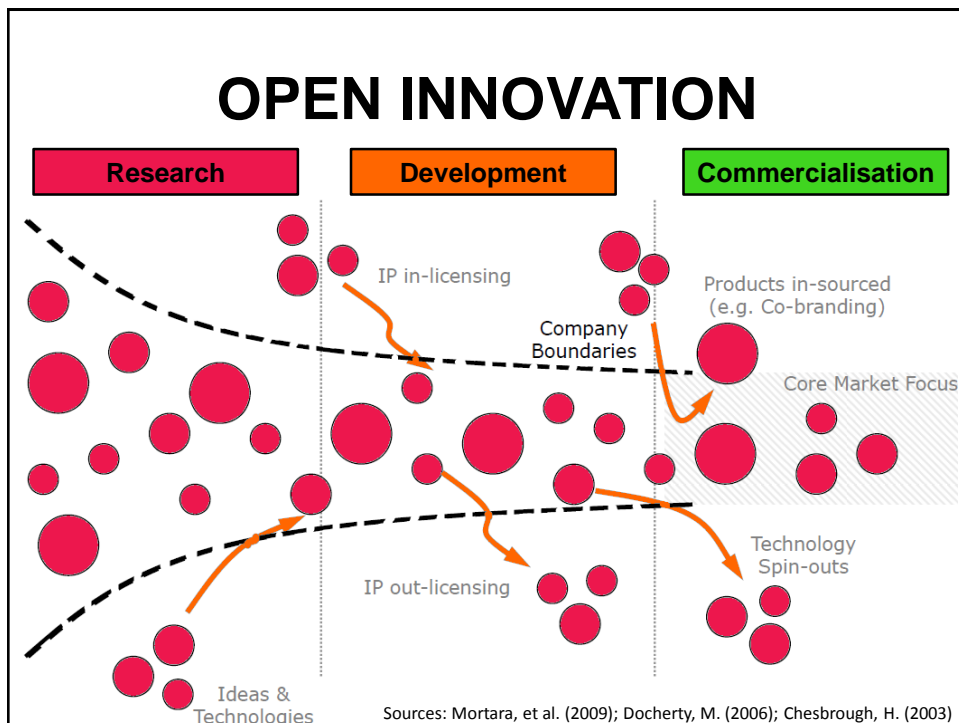
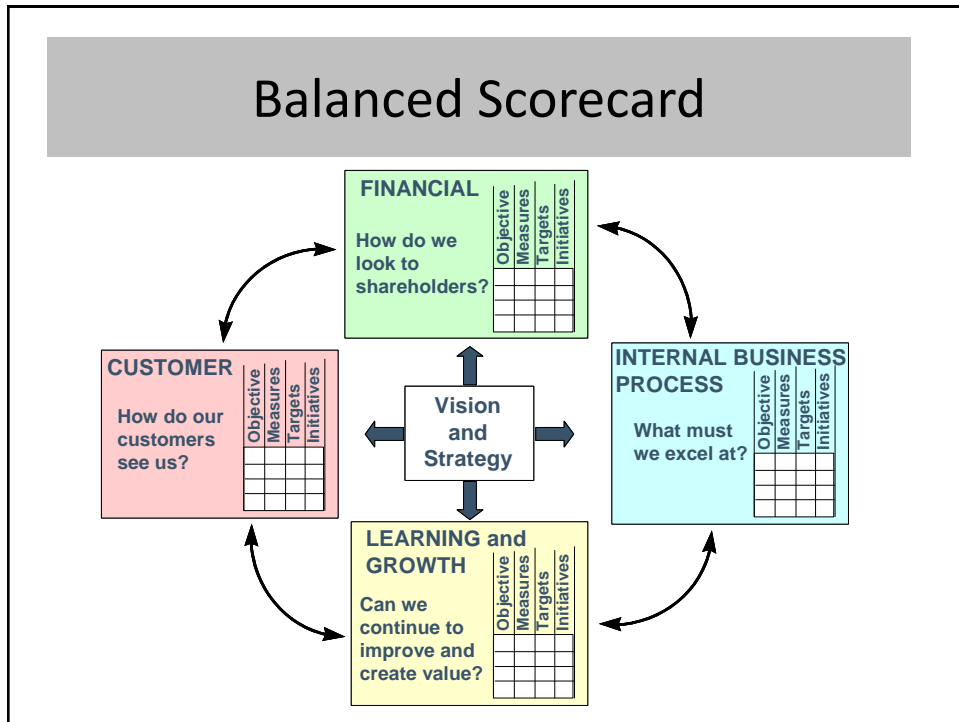
UBT Management System

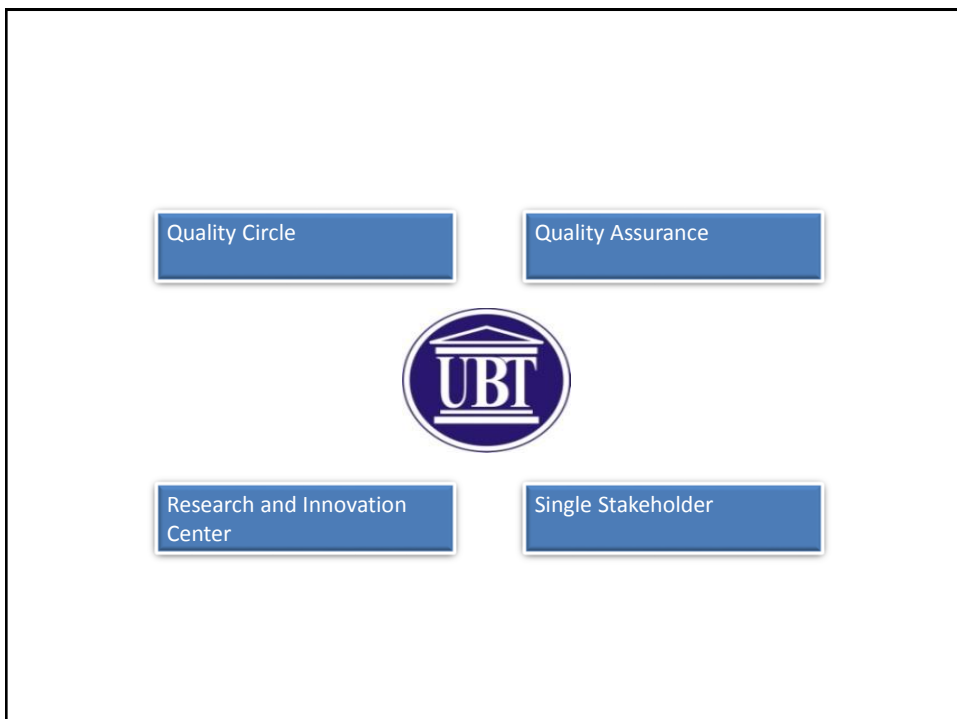
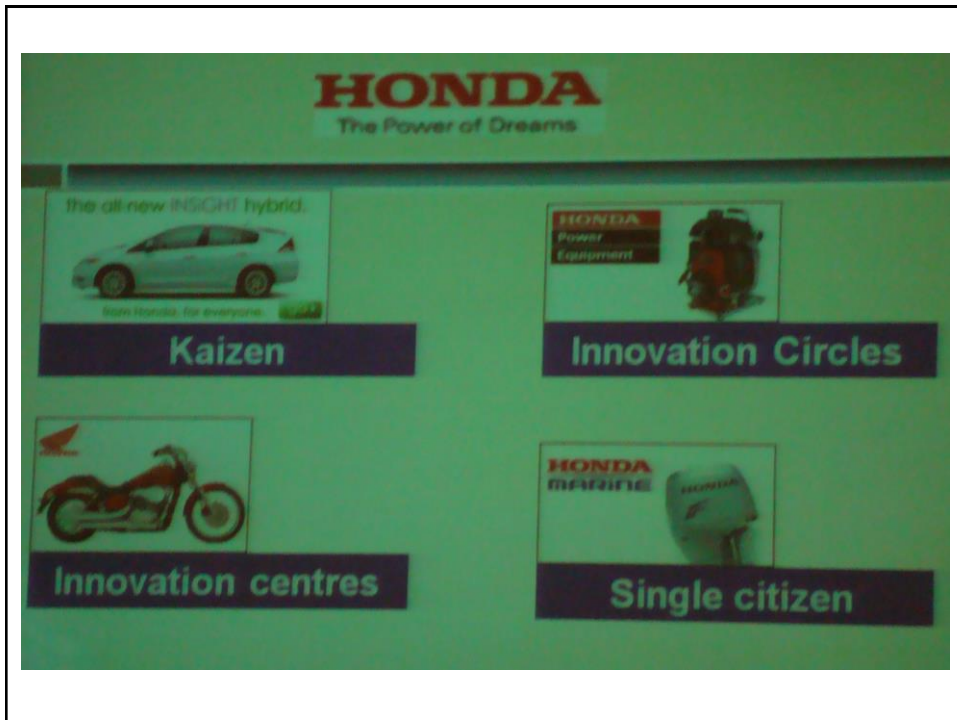




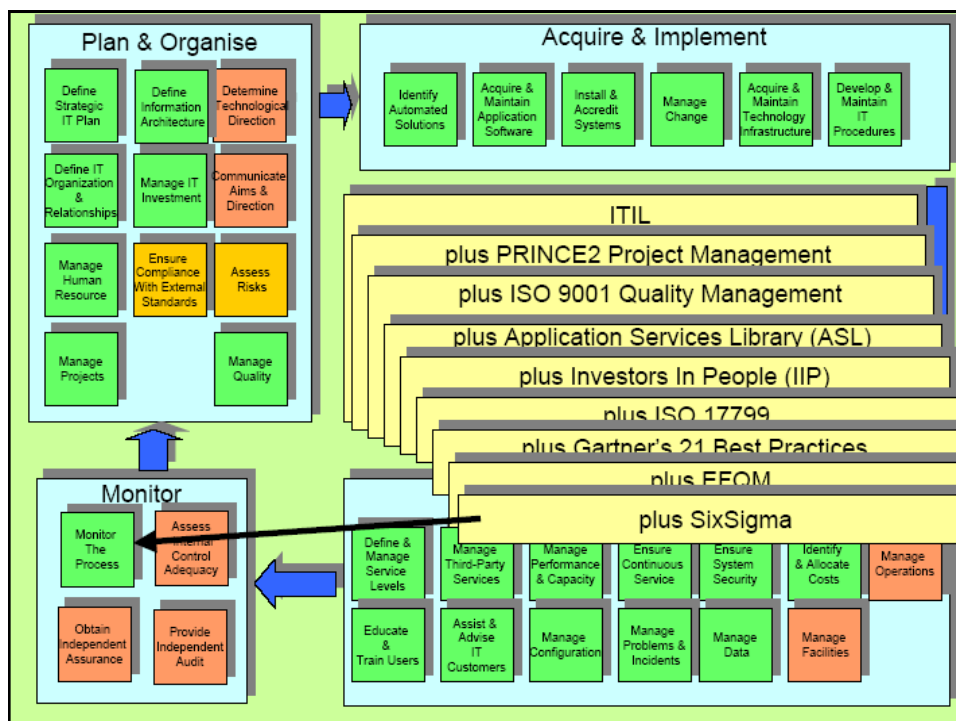
ISO 9001 Certificate

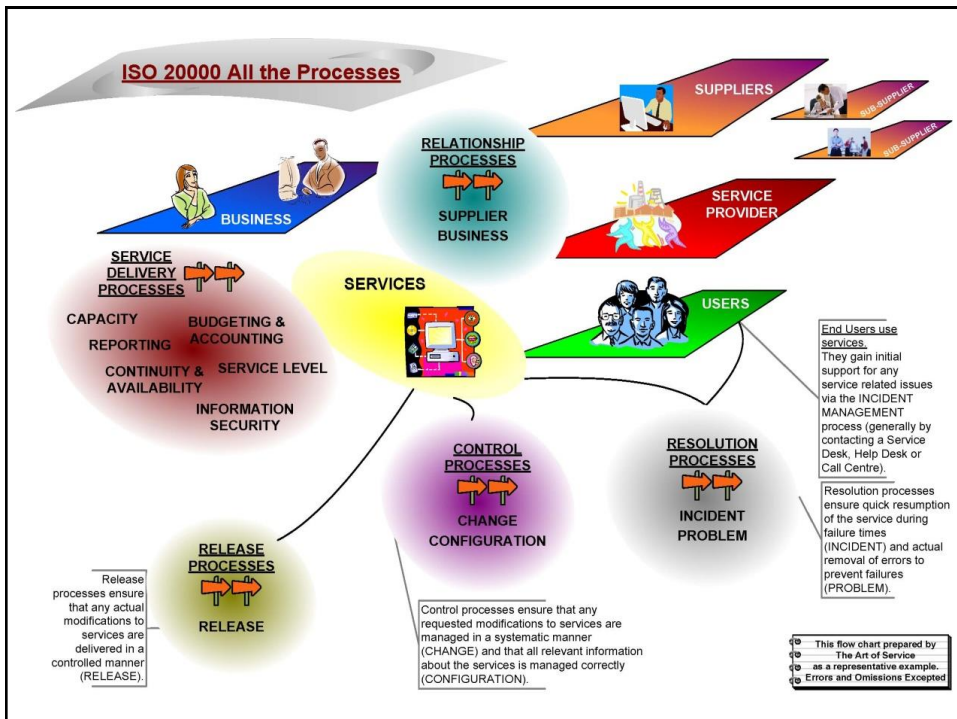
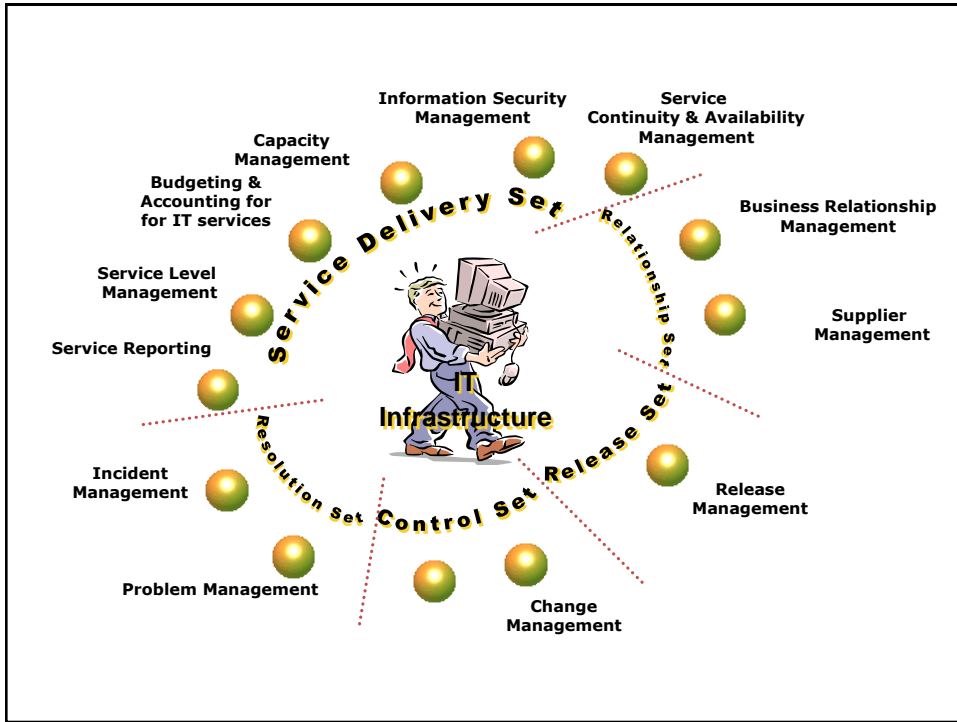






IT SERVICE MANAGEMENT ITIL IMPLEMENTATION / ISO 20000 IN EDUCATION INSTITUTION

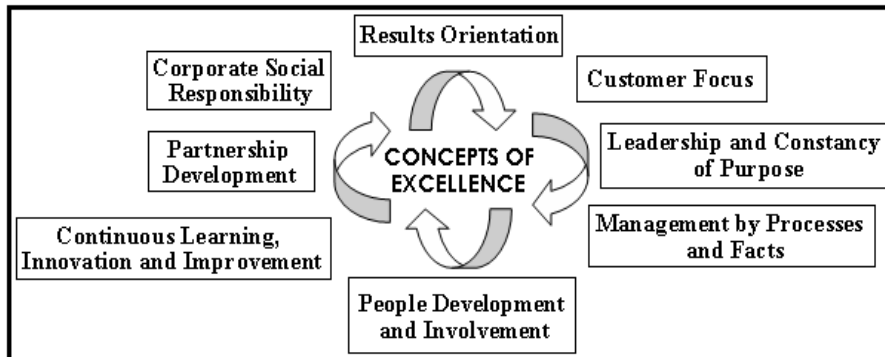




Business Excellence



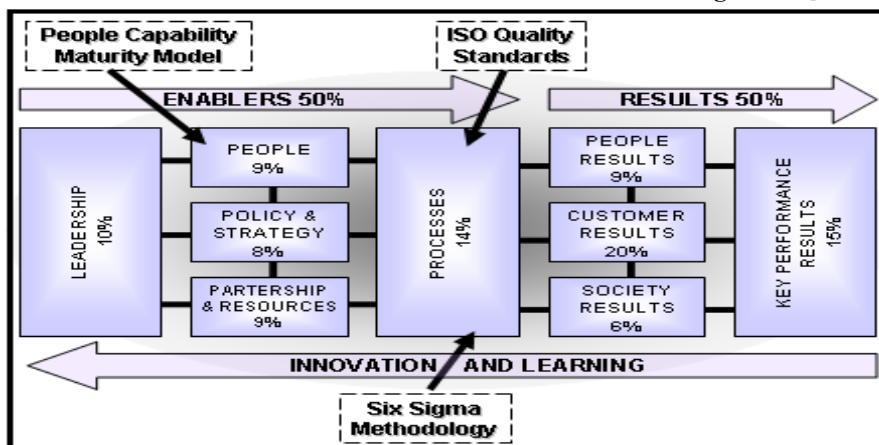
European Foundation for Quality Management (EFQM) and Concepts



Business Excellence



The Criteria's of Excellence Model Framework according to EFQM



CSR ISO 26000

(Corporate Social Responsibility)

Contents / issues:

Understanding in respect to social responsibility

Principles of social responsibility

Recognition of social responsibility and the involvement of stakeholders

A guide to the core issues of social responsibility

A guide to the introduction of the practices of social responsibility

FMEA – Risk Management

FMEA							
Source	Failure Mode	Severity [1-10]	Probability [1-10]	Detection [1-10]	RPN [1-1000]	Prevention	Repair
Human							
	Insufficient Skills	6	5	6	180	Offer Training	Train user
Machine							
	Computer crashes	10	2	1	20	Regular updates, watch error log	Repair computer
	Projector breaks	10	5	1	50	Preventive lamp exchange	Lamp exchange, repair projector
	Printer breaks	7	4	2	56	Preventive transfer cylinder exchange	Repair printer
	CD-Writer breaks	5	2	6	60	No	Replace CD Writer
	Software crash	10	6	2	120	Frequent updates	Reboot
Environment							
	Too much light	9	6	3	162	Inspect seminar room	Close curtains
	No energy	10	3	2	60	Check energy before seminar	Check fuse
Materials							
	Run out of paper	7	7	1	49	Refill used paper	Get new paper
	No blank CD's	5	7	1	35	Refill used blank CD's	Get new blank CD's

PROJECT MANAGEMENT IN EDUCATION INSTITUTION

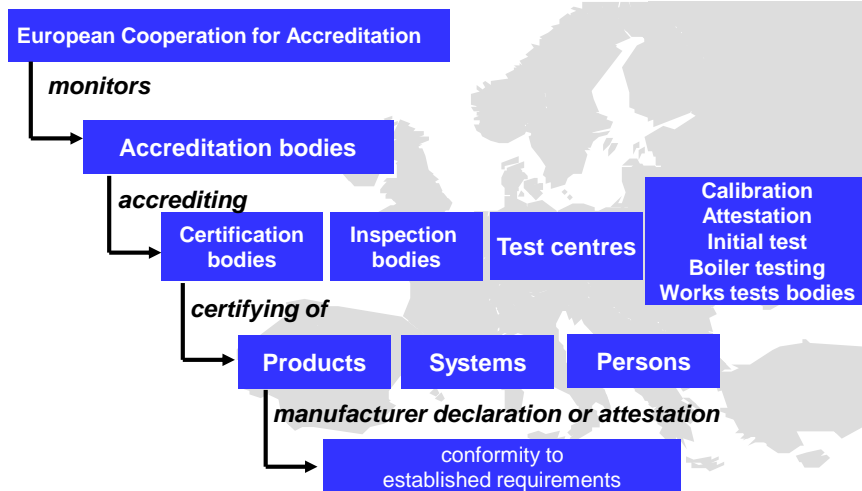
IPMA ... PMI ... PRINCE 2 ... ISO ..



Accreditation

- System and Program Accreditation
- **According EU Guidelines for Quality Assurance – ENQA**
- **(Quality Assurance of E – Learning – ENQA / BAC ...)**
- International Assessors ... Member of EU National Experts
- National Accreditation Agencies

Accreditation and Certifications



Key proposition

1. What are **the differences of quality criteria** between **present, blended / distance learning mode**?



Quality in E-Learning

- Quality Teaching (**methodology, process design**)
 - Learning Experience: Attending, investigating, experimenting articulating
 - Media: narrative, interactive, communicative, adaptive, productive
 - Methods: print, TV, DVD, library, online conference, simulation, laboratory, essay, product, animation, model ,....
- Quality of Academic staff
- Quality of Study programmes
- Students Assessments, flexibility and adaptability
- Quality of **Equipment's, maintenance and support (staff and students)**
- Characteristics of students, school, university entrance
- University management, recourses allocation, holistic and process aspects
- Quality of research, knowledge management
- Quality of Communication, cooperation and Interactivity



Some Difficulties

- No Guidelines for Blended Learning from ENQA
- Who set standards for the qualification and learning outcomes ... European or National Qualification Interest parties
- Quality Attributes are not measurable enough
- Not enough information about the local and system needs
- Short time to evaluate the system
- One European Standard for all HEIs?



Challenges

- Demand and Supply Approach ... Ranking and Evaluation
- Developing the culture for more:
 - International Quality and Criteria
 - Third Parties Evaluation: Expertise and Ethics
 - Entrepreneurship and Innovation ... Be proactive and get the Responsibility to solve problems and developing
 - Cooperation between HEIs for national and international interest in education, research and development
 - International cooperation and intercultural competence
- Close cooperation with other stakeholders in society: Government, Businesses, NGOs, International organisations, etc.
- Differentiation between Teaching and Assessment?! ISO 17024

Thank you very much for your attention!



SUCCEED WITH QUALITY